UNITED
NATIONS

ST

Secretariat

ST/IC/1992/50
14 September 1992

INFORMATION CIRCULAR

To: Members of the staff at Headquarters

From: The Assistant Secretary-General for Human Resources Management

Subject: COMPUTER TRAINING

1. The purpose of the present information circular is to explain the types of computer training available at Headquarters and to outline the procedures for arranging participation in the programmes. During the past several years, rapid growth in the number of personal computers and connections to the Headquarters local area network (LAN) has taken place, resulting in the widespread availability of computers in all offices. However, the efficient use of computer resources depends on greater familiarity of all staff with computer technology in general and with how it is specifically used within the staff member's own office. Towards this end the Training Service encourages both staff and their supervisors to take advantage of the training facilities described below.

2. At the present time, the Training Service has facilities to offer ongoing instruction in standard software applications supported by the Electronic Services Division including DOS, dBase III and IV, Paradox 3.5, Lotus 1-2-3, QuattroPro, WordPerfect 5.1, Ventura, and Harvard Graphics. Training programmes for non-standard software and specialized computer topics are available either as self-study modules or can be specially arranged through the procedures detailed below.

3. In order to provide flexibility in course scheduling and course content, three types of instructional programmes are available:

(a) Self-study courses;

(b) Instructor-led courses for standard United Nations software;

(c) Courses for specialized departmental electronic data-processing (EDP) needs.

4. Department/office heads, together with their Executive Office, should keep these types of training in mind when reviewing their computer resources and the associated training needs of staff so that the most effective use of these resources can be achieved. If needed, the Training Service can assist managers in drawing up a training plan that would make the best use of available training facilities.

A. Individual study programmes in standard United Nations software

5. The Training Service has a range of individual study materials that allow staff to learn computer concepts and skills at their own pace. These materials are particularly appropriate for persons needing flexibility in their training schedules, either because of the demands of their office or because of the unavailability of an instructor-led class at the time desired.

6. In addition, staff are encouraged to use the individual study materials better to prepare themselves for the instructor-led courses. The success of the instructor-led courses is directly related to the degree to which each individual in a class has the appropriate entry-level skills. Familiarity with basic course concepts allows the course to proceed at a faster pace, the trainees to investigate topics in greater depth and the amount of information retention after the course to increase. Indeed, in some cases, completion of an individual study course is a prerequisite to enrolling in an instructor-led course.

7. The Training Service runs a computer laboratory equipped with 15 personal computers to accommodate staff members needing to use the individual study materials or to practise their computer skills. There are computer-based tutorial programmes not only for all standard software applications used at Headquarters, but other topics as well such as Windows, LANs, and some mainframe topics. Some of the tutorial programmes have accompanying video and audio cassette tapes. A catalogue describing specific courses available can be consulted in the laboratory located in room GA-36A.

8. The laboratory is available for use from 9.30 a.m. to 5 p.m. However, staff using the laboratory for the first time or otherwise needing special assistance must come between 11 a.m. and 2 p.m. Monday to Thursday, when a training assistant is available to provide help in the use of the tutorials. Staff members needing to use the laboratory at all other times should make arrangements with the training assistant either in person or by calling extension 3-0770 between the hours of 3 and 5 p.m. of the work day prior to the day on which the laboratory is to be used.

B. Instructor-led programmes in standard United Nations software

9. The instructor-led training programmes offered by the Training Service cover essentially the same topics as the individual study materials, however the instructors can vary the order and style of presentation of topics depending on the background and interests of the trainees and directly address particular problems of individuals. The benefits of an instructor-led course are maximized when the participants have similar backgrounds and interests. To this end, the Training Service requires that requests for training indicate the staff member's ability levels in the prerequisite computer skills on the computer training application form. A list of currently available instructor-led courses appears in annex I to the present circular.

10. An application for instructor-led computer training can be found in annex II to the present circular. Forms are also available from the Training Service office in room GA-34, ext. 3-2317. WordPerfect training forms are available in room DC1-240, ext. 3-6926. Photocopies of the application forms are acceptable.

11. Because of the limited resources available for instructor-led personal computer training, participation is limited to staff who meet the following criteria, as certified by the staff member's immediate supervisor and executive office:

(a) The staff member's office must have a specifically identified application for which the software is being/will be used;

(b) The staff member's current job functions must require the use of the software package;

(c) The software must already be installed on the computer the staff member will be using;

(d) The staff member must meet the course prerequisites.

12. In addition, it is essential that computer training be scheduled so that the trainee can immediately put to use the skills learned in the classroom. Delays of only a short period of time may significantly reduce the effectiveness of the training received.

13. The Training Service will make every attempt to schedule training so that each office's essential needs are met. On the other hand, offices should contact the Training Service as soon as possible in the event of any cancellations or changes in plans, so that other eligible staff can be given the chance to participate and the use of training resources be kept at an optimal level.

14. The Training Service is not in a position to respond to individual requests for microcomputer training and thus will consider only those requests that come from Executive Offices according to the procedure outlined above.

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C. Training for special departmental electronic data-processing needs

15. Wherever possible, offices should use standard software packages supported by the Organization. As explained in circular ST/IC/1991/4, in the case where offices acquire software packages other than those officially supported by the Organization, it will be the responsibility of the individual office to arrange for training and technical support of such software.

16. However, it is recognized that there will be instances where special training needs will arise. Departments requiring such training of their staff should contact the Training Service to obtain assistance in identifying training resources and in setting up the special training sessions. In some instances it may be possible to arrange on-site training for several staff members rather than sending individuals to courses offered by outside institutes at a premium cost. Requests for assistance must be submitted in writing to the Chief of the Training Service. The Training Service will accommodate these requests to the limits imposed by budgetary resources.

17. To ensure the priority of a request, it is imperative that office managers assess and plan for these specialized training needs at the time of their departmental budget submissions. It is also at this time that the Training Service should be contacted so that training resources can be requested well in advance.

18. Information circular ST/IC/1991/5 of 5 February 1991 on training for office automation technology is hereby cancelled and superseded.

Annex I

Training Service Instructor-Led Computer Course Offerings

Topic area	Course symbol	Course name
Orientation	TR-H-01	Introduction to the personal computer
DOS	TR-H-40	Introduction to DOS
	TR-H-50	Advanced DOS
Word processing	TR-K-10	Introduction to WordPerfect 5.1
	TR-K-20	Intermediate WordPerfect 5.1
	TR-K-30	Advanced WordPerfect 5.1
Database	TR-H-41	Introduction to dBASE III Plus
	TR-H-51	Intermediate dBASE III Plus
	TR-H-61	Introduction to dBASE III programming
	TR-H-71	dBASE Masters
	TR-H-45	Introduction to dBASE IV
	TR-H-55	Intermediate dBASE IV
	TR-H-65	Advanced dBASE IV
	TR-H-75	Introduction to dBASE IV programming
	TR-H-43	Introduction to Paradox
	TR-H-63	Advanced Paradox
	TR-H-73	Paradox programming
Spreadsheets	TR-H-42	Introduction to Lotus 1-2-3
	TR-H-53	Intermediate Lotus 1-2-3
	TR-H-52	Advanced Lotus 1-2-3
	TR-H-62	Lotus Macros
	TR-H-44	Introduction to QuattroPro
	TR-H-54	Intermediate QuattroPro
	TR-H-64	Advanced QuattroPro
Desktop publishing	TR-K-11	Introduction to Ventura desktop publishing
	TR-K-31	Advanced Ventura desktop publishing
Graphics	TR-H-46	Introduction to Harvard Graphics
	TR-H-66	Intermediate Harvard Graphics
	TR-H-56	Advanced Harvard Graphics
Hardware	TR-L-1	Laser jet printing
	TR-H-90	PC troubleshooting

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ANNEX II

APPLICATION FOR COMPUTER TRAINING

UNITED NATIONS, TRAINING SERVICE

Part I. To be completed by the applicant: *(Please Print)*

Course requested: _____ *(Please refer to courses listed in Annex I)*

Index No. _____ Applicant's Name _____

Dept/Unit _____ Room _____ Extension _____ Grade/Level _____ Sex _____

How would you describe your typing skills? *(Circle one)*

1. Adequate for my purposes 2. Can get by but would like more practice 3. Very slow and in need of training 4. Do not know how to type

Are you familiar with the computer keyboard? YES __ NO __

Are you familiar with basic DOS commands (make directory, change directory, copy, etc.)? YES __ NO __

What is your experience with the course topic? *(Circle one)* 1. Beginner 2. Had a previous course only 3. Have working experience

Please have your Supervisor complete Part II. For WordPerfect training you must complete the WP Skills Questionnaire on the back.

Part II. To be completed by applicant's immediate supervisor:

Please provide the following information about the applicant's use of the Personal Computer.

The applicant needs to attend this course in order to perform current job functions. YES __ NO __

The software for which training is being requested has already been installed on the computer the applicant uses. YES __ NO __

This application for training is related to a formal request to the Electronic Services Division (ESD) for equipment or software installation:

Yes __ No __

The applicant is a newly posted staff member replacing another who used a computer to carry out his or her job functions:

Yes __ No __

Briefly explain the application for which the requested software is intended:

_____

_____

Signature _____ Name (please print) _____

Title _____ Room _____ Extension _____ Date _____

Please send to your Executive Office for authorization and forwarding to the Training Service.

Part III. To be completed by the Executive Office

Please indicate the priority assigned to this request in relation to other requests from the department for computer training:

High ___ (please attach explanation) Normal ____ Low ____

Is the applicant funded through extrabudgetary funds or a replacement for someone on a peacekeeping mission or other project funded through extrabudgetary funding?

Yes __ No __

Signature _____

Name (please print) _____ Date _____

Return WordPerfect applications to Training Service, DC1-240, all others return to Training Service, GA-34.

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WORD PROCESSING SKILLS QUESTIONNAIRE

NOTE: The purpose of this questionnaire is to place you in a programme of WordPerfect instruction best suited to your needs. PLEASE FILL IT OUT BEFORE FORWARDING THE APPLICATION FOR WORD PROCESSING TRAINING TO YOUR SUPERVISOR

Name _____ Index No. _____

1. Please rate your WordPerfect skills (check one descriptor):

   a. ____ I am a complete beginner.

   b. ____ I know something about word processing concepts in general, but am unfamiliar with WordPerfect commands.

   c. ____ I know enough WordPerfect to create, edit and print basic documents.

   d. ____ I know the basic functions of WordPerfect as well as some advanced functions such as merges, tables and macros.

   e. ____ I have an advanced knowledge of WordPerfect and my questions tend to be technical in nature.

2. Indicate how you principally use or intend to use WordPerfect (check one of the following):

   a. ____ Informal - typing drafts or documents whose format is determined principally by yourself.

   b. ____ Formal - producing formal documents for the office requiring adherence to formatting guidelines and standards (i.e., memoranda, cables, etc.), carrying out mass production tasks such as address labels and mail merges.

   c. ____ Desk top publishing - producing documents containing tables and graphics along with close attention to font styles and document layout.

3. Rate on a scale of 1 to 4 your familiarity with the following word processing functions (using either WordPerfect or any other word processing software (*please indicate*: _____). Circle the number which best describes your rating where:

   1 = I am unfamiliar with the function and am unsure what it involves.
   2 = I have heard of the function, but I would need training to use it.
   3 = I can carry out the function with occasional reference to a manual.
   4 = I can carry out the function without any reference to a manual.

a.	Cursor movement and navigation within a document	4	3	2	1
b.	Document creation and editing	4	3	2	1
c.	Document and Text formatting	4	3	2	1
d.	Copying and moving text				
	i. within a document	4	3	2	1
	ii. from one document to another	4	3	2	1
e.	Directory management and document filing	4	3	2	1
f.	Printing a document	4	3	2	1
g.	Creation of headers and footers	4	3	2	1
h.	Page breaks and automatic pagination	4	3	2	1
i.	Creation of decimal tabs and columns	4	3	2	1
j.	Creation and editing of tables	4	3	2	1
k.	Insertion of superscripts/subscripts	4	3	2	1
l.	Merging	4	3	2	1
m.	Sorting	4	3	2	1
n.	Macros/Glossaries				
	i. Using	4	3	2	1
	ii. Creating	4	3	2	1
	iii. Editing	4	3	2	1
o.	Labels generation	4	3	2	1
p.	Font selection	4	3	2	1
q.	Use of graphics within a document	4	3	2	1
r.	Generation of table of contents & indices	4	3	2	1
s.	Redlining and strikeout	4	3	2	1
t.	Use of reveal codes in WordPerfect	4	3	2	1